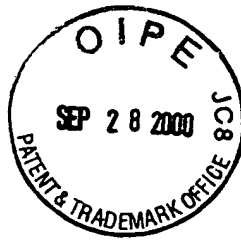


I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to:

Assistant Commissioner for Patents
Washington, D.C. 20231

Michael P. Pannan

9/26/00



PATENT

Attorney Docket No.: 000398

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Manu Kumar)
Serial No.: 09/593,978)
Filing Date: 13 June 2000)
Entitled: APPARATUS AND METHOD FOR COMPANY REPRESENTATIVES
TO MONITOR AND ESTABLISH LIVE CONTACT WITH VISITORS
TO THEIR WEBSITE

INFORMATION DISCLOSURE STATEMENT

Assistant Commissioner of Patents
Washington, D.C. 20231

Dear Sir:

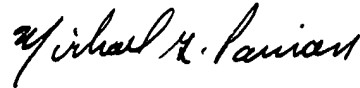
Pursuant to the provisions of 37 C.F.R. Sections 1.56, 1.97 and 1.98, Applicant submits the documents listed on the attached PTO Form 1449 for consideration during prosecution of the above-captioned patent application filed simultaneously herewith. Applicant hereby requests the Examiner to review and make an independent evaluation of the art.

This statement is made solely for the purpose of compliance with the above-identified rules and is not intended to be a substitute for an independent search by the Examiner and no representation of any such nature is made or intended by this statement.

In accordance with Section 1.97(b)(3), this statement is being submitted before the mailing of the first Office action of this application.

Also enclosed is a return postcard. Please date stamp and mail the postcard to acknowledge receipt of the above-mentioned correspondence.

Respectfully submitted,

A handwritten signature in cursive script, appearing to read "Michael G. Panian".

Michael G. Panian
Reg. No. 32,623

BUCHANAN INGERSOLL P.C.
One Oxford Centre, 20th Floor
301 Grant Street
Pittsburgh, PA 15219

Dated: 26 September 2000

Attorneys for Applicant